

Enterprise Incident Report October 2012

As of 11/1/2012

Financial Institutions

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Financial Institutions	Application Services	Martin Gonzalez	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Metro A Desktop Support	Bruce Stewart	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro A Help Desk	Ed Conrad	1 1	1 1	2 2
		Assigned to Individual Total	1 1	1 1	2 2
	Voice Operations	Leon Owen	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Assigned Group Total		1 1	4 3	5 4
Customer Company Total			1 1	4 3	5 4

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Financial Institutions	Application Services	Martin Gonzalez	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro A Desktop Support	Bruce Stewart	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro A Help Desk	Ed Conrad	1 0	1 0	2 0
		Assigned to Individual Total	1 0	1 0	2 0
	Voice Operations	Leon Owen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 0	4 0	5 0
Customer Company Total			1 0	4 0	5 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Financial Institutions	Application Services	Martin Gonzalez	0 0.00	1 0.10	1 0.10
		Assigned to Individual Total	0 0.00	1 0.10	1 0.10
	Metro A Desktop Support	Bruce Stewart	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro A Help Desk	Ed Conrad	1 0.00	1 0.00	2 0.00
		Assigned to Individual Total	1 0.00	1 0.00	2 0.00
	Voice Operations	Leon Owen	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Assigned Group Total		1 0.00	4 0.02	5 0.02
Customer Company Total			1 0.00	4 0.02	5 0.02

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Financial Institutions	Application Services	Martin Gonzalez	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro A Desktop Support	Bruce Stewart	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro A Help Desk	Ed Conrad	1 0	1 0	2 0
		Assigned to Individual Total	1 0	1 0	2 0
	Voice Operations	Leon Owen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 0	4 0	5 0
Customer Company Total			1 0	4 0	5 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Financial Institutions	Application Services	Martin Gonzalez	0 0.00	1 3.00	1 3.00
		Assigned to Individual Total	0 0.00	1 3.00	1 3.00
	Metro A Desktop Support	Bruce Stewart	0 0.00	1 1.42	1 1.42
		Assigned to Individual Total	0 0.00	1 1.42	1 1.42
	Metro A Help Desk	Ed Conrad	1 0.00	1 0.00	2 0.00
		Assigned to Individual Total	1 0.00	1 0.00	2 0.00
	Voice Operations	Leon Owen	0 0.00	1 0.55	1 0.55
		Assigned to Individual Total	0 0.00	1 0.55	1 0.55
	Assigned Group Total		1 0.00	4 1.24	5 0.99
Customer Company Total			1 0.00	4 1.24	5 0.99

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Detail

INC000000586021	Dave Bower Metro A Help Desk	Network Ed Conrad	Password Financial Institutions	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000590291	Sonja Long Voice Operations	Print/Copy/Scan/Fax Leon Owen	Incident Financial Institutions	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.55
INC000000593273	Will Mitchell Application Services	Application Martin Gonzalez	Error Financial Institutions	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.10 3.00
INC000000600112	Camron Selby Metro A Desktop Support	None Bruce Stewart	None Financial Institutions	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.42
INC000000601296	Sonja Long Metro A Help Desk	Network Ed Conrad	Error Financial Institutions	Internet Explorer High	TIR Missed: No Resolved TTR Missed: No	0.00 0.00